

ARIZONA CORPORATION COMMISSION

FORMAL COMPLAINT FORM

ORIGINAL
FORMAL COMPLAINT

0000132069

COMPLAINT

OVER CHARGING FOR WATER

COMPLAINT NUMBER

2011-98454

ADDRESS

14950 W. MOUNTAINVIEW BLVD # 5311 SURPRISE AZ 85374

PHONE (HOME)

623-214-0363

NAME OF RESPONSIBLE PARTY

GERALD V. WETHOR

PHONE (WORK)

480-262-5013

NAME OF UTILITY

ARIZONA AMERICAN WATER

ACCOUNT NUMBER

23-0051138-9

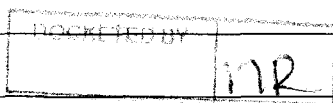
GROUNDS FOR COMPLAINT: (COMPLETE STATEMENT OF THE GROUNDS FOR COMPLAINT. INDICATING DATE(S) OF COMMISSION/OMISSION OR ACTS OR THINGS COMPLAINED OF.) (USE ADDITIONAL PAGE IF NECESSARY.)

SEE ATTACHED

W-01303A-11-0437

Arizona Corporation Commission
DOCKETED

DEC - 7 2011

RECEIVED
2011 DEC - 7 A 10:02
AZ CORP COMMISSION
DOCKET CONTROL

NATURE OF RELIEF SOUGHT: (USE ADDITIONAL PAGE IF NECESSARY.)

SEE ATTACHED

SIGNATURE OF COMPLAINANT OR ATTORNEY

Gerald V. Wethor

November 27, 2011

Arizona Corporation Commission
Utilities Division

Grounds for Complaint

I, Gerald V. Wethor, resided at 20344 N Painted Sky Drive for approximately fourteen years on a seasonal basis. For the period June 14 – July 19, 2011, Arizona American Water billed me \$588.37 for 152,000 gallons of water used. During my fourteen years at this address, I have averaged less than 8,000 gallons of water usage per month. This can be substantiated through Arizona American Water's historical records. My residence does not have a pool or any other addition to the house that would warrant that amount of water usage.

After contacting the water company and relaying the mistake in the billing, I was told that the meter had been checked and that it was in proper working order. That simply cannot be the case for the following reasons.

1. In the months immediately prior to June 14 – July 19, 2011 and immediately subsequent to that period, the water usage ranged from a low of 3,000 gallons to a high of 6,000 gallons. 152,000 gallons is over 25 times more than a normal month using the highest level of usage over the six month period. It is unreasonable to assume that level of water was used without some extenuating circumstances. However, the very next month, the water usage returned to normal levels. If there was a leak or some other issue creating the water usage, it would not have fixed itself in the very next month especially given I was not occupying the house during the time period in question.
2. In order to ensure that there was not some abnormal issue affecting the water usage, I contacted my landscaping company to ensure there was not a leak in the irrigation system. No leak was found by the landscaping company.
3. I then contacted a licensed plumber, Parker and Sons, Inc. to do a thorough review for leaks of both the interior and exterior of the house. They concluded that there was absolutely no evidence of leaks anywhere on the property (see attached invoice).

I have tried repeatedly to work this issue out with Arizona American Water in a reasonable manner. The facts do not support their conclusion that the water meter reading is correct. They have been dismissive in their handling of the situation and therefore I have been forced to pursue other means.

Recently I sold the house at 20344 N Painted Sky Drive. In order to ensure clear title on the property, I paid Arizona American Water the disputed amount of \$588.37 while communicating to them that I was pursuing every avenue possible to get a refund on the amount erroneously charged.

Nature of Relief Sought

I respectfully request that Arizona American Water reimburse me \$588.37 for the water usage that was erroneously charged to my account.



- Plumbing • Repair
- Heating • Cooling
- Drain Cleaning
- Drywall Repair
- Water Treatment
- Solar Water Heating
- Commercial
- Residential

3636 E. Anne Street, Suite A
Phoenix, AZ 85040

WEST
623.979.7011 Phone
623.974.0258 Fax

EAST
480.963.1829 Phone
480.644.8896 Fax

www.parkerandsons.com

A486560

ROC 143957 ROC 153722
ROC 152654 ROC 152651
ROC 152656 ROC 233298
ROC 258885

Service Requested:
Gerald V. Methor
4147 1812 9044 6214
1976 07751714
GERALD V METHOR

SERVICE REQUESTED:

DESCRIPTION OF WORK/RECOMMENDATIONS

Arrived to find NO PROBLEMS WITH WATER
IN HOUSE BY ~~POLE~~ CHECKED FOR
LEAKS AND NO LEAKS. AND ALSO CHECKED
WATER WAS FOR OUTSIDE NO PROBLEMS.
Pressure tested base AND TO FIND NO PROBLEMS.

ESTIMATED PRICE

1) 415 2)
3) 4)
5) 6)

NO CHARGE COURTESY SERVICE:

TOTAL SAVINGS:

I hereby authorize Parker & Sons to proceed with the described work at the flat
rate of: \$ 6700 and agree to pay in full upon completion.

Authorized Signature: [Signature] Date: 11/11/11

RECOMMENDED REPAIRS

ACCEPT ☐
DECLINE ☐

24-HOUR
SERVICE
VALLEYWIDE
SINCE 1974



TERMS:
Having the authority to authorize the above work and doing so I agree that Parker and Sons retain title to the materials until invoice is paid in full. All service work is C.O.D. unless arrangements were made prior to beginning work. Parker and Sons terms are Net 30 only if credit is approved. All collection and legal expenses are to be paid by the purchaser when past due invoices are submitted for collection through agency, attorney or court. There will be a \$25.00 NSF fee charge for all returned checks.

WARRANTY:
1-year parts and labor warranty on repairs with parts provided by Parker and Sons or as stated and outlined on invoice
*Excluding Drain Cleaning or as stated on invoice.

Acceptance Signature: I hereby acknowledge the above terms.
X 100% SATISFIED WITH THE ABOVE DESCRIBED WORK.

BILLING INFORMATION

DATE: 11/11/11 TECH: [Signature]
☐ CASH ☐ CHECK ☒ CREDIT CARD

WO #: [Redacted] PO #: 3241

TASK CODE(S) / TYPE OF SERVICE

TOTAL BALANCE DUE \$ 69

Gerald V. Wethor
 20344 N Painted Sky Drive
 Surprise, AZ 85374-4561

Date	Days	Gallons Used ('000's)	Amount Billed	Other Assessments	Amount Paid	Balance Due
March 14 - April 14	31	6	54.68		(54.68)	0.00
April 14 - May 13	29	4	48.52		(48.52)	0.00
May 13 - June 14	32	3	46.46		(46.46)	0.00
June 14 - July 19	35	152	588.37			588.37
July 15 - August 15	31	4	48.50			636.87
August 15 - September 16	32	4	48.50	90.49	(48.50)	727.36
October 26				(90.49)	(48.50)	588.37
September 16 - October 17	31	5	51.58		(51.58)	588.37
Disputed Payment - October 31					(588.37)	0.00
October 17 - November 8	22	3	35.69		(35.69)	0.00